Duluth Health Services operates Viewcrest Health Center and Suncrest Assisted Living. Viewcrest Health Center is located in Duluth, a city in Northern Minnesota, on Lake Superior, of a population of 86,293. Viewcrest Health Center is located in a quiet, friendly residential part of Duluth known as Piedmont Heights. Suncrest Assisted Living is located in Scanlon, a city located 20 miles south of Duluth, of a population of 965 but adjoins Cloquet which has a population nearing 12,000. Suncrest is accessed off a main avenue connecting Scanlon and Cloquet, but is situated nicely away from the avenue set into a green, wooded area across from one of the city parks.

Our Mission: We are committed to express Christ's message of love and hope by providing for health, residential, community, and allied services in a holistic, competent, and caring manner that recognizes the value and dignity in every human life.

St. Francis Health Services owns and operates Duluth Health Services and is sponsored by the Catholic Diocese of St. Cloud. We are dedicated to promoting the Ethical and Religious Directive for Catholic Health Care services.

<table>
<thead>
<tr>
<th>Core Values</th>
<th>Description</th>
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<tbody>
<tr>
<td>Integrity</td>
<td>We faithfully adhere to high principles and professional standards.</td>
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<tr>
<td>Commitment</td>
<td>We dedicate ourselves to those we serve.</td>
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<tr>
<td>Respect</td>
<td>We value and treat each individual with compassion and dignity.</td>
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<tr>
<td>Excellence</td>
<td>We have the passion to do our best.</td>
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<tr>
<td>Service</td>
<td>We deliver what has not been done, before it is expected.</td>
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<tr>
<td>Stewardship</td>
<td>We wisely employ the talents, resources, and relationships entrusted to us.</td>
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</tbody>
</table>

Duluth Health Services believes in a resident centered, hospitality care model. Our dedicated staff provides outstanding care and support. Each tenant/resident, with his or her individual life experience, memories and values is truly precious and unique. Together, our staff and tenants/residents create an environment that is as dynamic and invigorating as it is peaceful and relaxing, all in a professional health care setting.

Providing Quality Care and Services for Older Adults

Last year, Duluth Health Services cared for 261 residents and tenants. Of those, over 90% are residents of Duluth, Hermantown, Scanlon and Cloquet.
Viewcrest features:

- 92 Dual-certified SNF beds, most of which are single or private rooms
- 24 Hour Skilled Nursing Care
- Physical, Occupational, and Speech Therapy
- Short stay physical and nursing rehabilitation
- Long term care
- Ostomy, wound and IV therapies
- Social Services
- Spiritual Care
- Social events and entertainment
- Beauty and barber services
- Restaurant style dining

Viewcrest offers many social opportunities including:

- Cooking Group
- Voting
- Fishing outings
- One To One Visits
- Men’s Group
- Summer Carnival
- Mother’s Day Tea
- Father’s Day BBQ
- Snow day
- Holiday Celebrations
- Tea Party
- Nail Care
- Politician Visits
- Picnics
- Bingo
- Music activities
- Ice cream Socials
- Exercise Groups
- Birthday Parties
- Painting Classes
- Craft Groups
- Lunch, shopping, casino and other outings
- Library Services
- Card Club
- Bowling
- Scrapbooking
- Gardening
- Baseball games
- Resident Activity Healthy Brain Trivia Games
- Computer assistance, including Free Wi-Fi
- Wii Games

Viewcrest offers services and programs to assist older adults and family members in the community by providing:

- Outpatient Therapy Services
- Volunteer opportunities
- Training at local schools and universities
- Community Group meeting room

Suncrest features:

- 45 spacious unit on 2 floors with unique atrium in the center of the building
- 24 hour onsite staff
- 8 secured memory care units
- 3 nutritious meals
• Variety of assisted living services accommodating needs and preferences
• Music and interactive activities each month

**Recognizing Spiritual Needs and Individuality**

Spiritual care is an integral part of care at Duluth Health Services. In addition to our pastoral care staff, Viewcrest partners with the following:
- St. Lawrence Catholic Church
- Gospel Tabernacle
- Christ Lutheran Church
- Hillside United Methodist Church
- Mt. of Olives Baptist Church
- First Covenant Church
- New Life Covenant
- Proctor Lutheran Church
- Salem Lutheran Church

Spiritual services offered to residents and tenants include:
- Bible study
- Grief support group and/or individual support
- Church services and nondenominational services

**Providing Access to Educational Opportunities**

Duluth Health Services believes providing opportunities to further education and learn new information and skills are essential to providing quality, comprehensive, and holistic resident care.

Last year, Duluth Health Services granted $132,533 in scholarships to employees.

Viewcrest also provides on-site clinical training for Nurse and Nursing Assistant students.

**Helping Community Members in Need**

*Viewcrest Health Center is participating in a SFHS collaborative grant to improve our resident’s quality of care and safety by expanding our infection prevention and control program.*

*The purpose of this project is to mitigate the nursing staff shortage the country is facing. The project focuses efforts on our recruitment and hiring process and retention programs and practices.*

*The objectives of the program will enhance surveillance, accurately identify infections, perform timely reporting, complete extensive investigations, advocate for proper treatment, reduce the overall rate of infection, and prevent the spread of communicable diseases.*

Community Training
1. Training at the St. Louis County Social Services Convention
2. Training at the Duluth Senior Expo

Serving as Active Community Members

Employees, board members and residents of Viewcrest are active in the community, participating in organizations such as:

- Food Drives
- School Supply Drive
- Salvation Army Toy Drive
- Head of Lake Activity Directors
- Aging Network Group
- Cub Scouts
- MNDONA

Volunteerism

Many volunteers, including 75-100 volunteers from area churches (laity as well as pastors) donate their time to Viewcrest Health Center in various spiritual and social ways:

- Provide church services
- Pastoral care and grief support
- Sacraments
- Prayer - One To One and in groups
- One-on-one for reminiscing/sitting outside
- Assisting on Clinic Appointments
- Bell Choir music
- Coffee and social activities by church groups
- Assistance during Bingo, other activities
- Play piano
- Pass out calendars
- Serve on our Auxiliary

Promoting Economic Development

Viewcrest Health Center spends approximately $1.6 million in local business’ products and services. Local businesses Viewcrest purchased from last year include:

- Comfort Systems
- Contract Tile & Carpet
- Carlson Florist
- Duluth Area Chamber of Commerce
- Dey Dist. Inc.
- Daugherty Hardware
- DSC Communications
- Super One Foods
- St Mary’s Medical Center
- Twin Ports Paper & Supply
- Northland Fire & Safety
- Olive Garden
- Upper Lakes Foods Inc.
- United Way of Duluth
- Green Mill
- Shopko
- Walmart
- Target
- Freedom Transportation
- Fitger’s-on-the-Lake
- Arrowhead Springs Inc
- Duluth Sheet Metal
There are 182 employees working for Viewcrest. Approximately 163 of these employees live in the Duluth, Superior, Proctor and Hermantown areas.
Each year, Viewcrest pays more than $6.5 million in wages and benefits to employees.

| Facility Information | Viewcrest Health Center  
|-----------------------|-----------------------------  
| 3111 Church Place  
| Duluth, MN 55811  
| Phone: (218) 727-8801  
| Fax: (218) 727-6460  
| Web Site: [http://www.viewcrest.sfhs.org/](http://www.viewcrest.sfhs.org/)  
| Facebook: [Http://www.facebook.com/Viewcresthealthcenter](http://www.facebook.com/Viewcresthealthcenter) |
| Administrator | Katie Collins, Administrator  
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| Email: kcollins@sfhs.org |
| Director of Nursing | Lana Port, Director of Nursing  
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| Email: lport@viewcrest.sfhs.org |
| Admissions Information | Amy Hahn  
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